



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application : Saima Khan
No. : 09/398,222
Filed : September 17, 1999
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED
FROM A CUSTOMER DATABASE
Examiner : Ricardo Pizarro
Attorney's Docket : DAVOX-171XX
Group Art Unit : 2662

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Issue Fee, Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450 on April 28, 2006.

By

Andrew R. Martin, Esq.
Registration No. 45,413
Attorney for Applicant(s)

NOTIFICATION OF LOSS OF ENTITLEMENT TO SMALL ENTITY STATUS

Mail Stop Issue Fee
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

Patentee respectfully requests removal of small entity status pursuant to 37 C.F.R. §1.27(g)(2). Applicant submits that there has been no attempt to fraudulently establish small entity status, but rather that a recent corporate merger prevents Applicant from claiming small entity at this time.

Respectfully submitted,

By

Andrew R. Martin, Esq.
Registration No. 45,413
Attorney for Applicants

Bourque & Associates, P.A.
835 Hanover Street, Suite 301
Manchester, NH 03101
Telephone: (603) 623-5111
Facsimile: (603) 624-1432

Date: April 28, 2006



PATENT

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Notice of Allowance dated : February 13, 2006
Confirmation No. : 9791

In re application : Saima Khan
Serial No. : 09/398,222
Filed : September 17, 1999
For : SYSTEM AND METHOD OF PROPAGATING
EXCLUSION RECORDS IN A NETWORKED
COMPUTER TELEPHONY INTEGRATION SYSTEM
Examiner : Ricardo M. Pizarro
Attorney's Docket : DAVOX-171XX
Group Art Unit : 2662

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4-28-06.

By

Andrew R. Martin, Esq.
Registration No. 45,413
Attorney for Applicant(s)

LETTER TO THE CHIEF DRAFTSMAN

MAIL STOP ISSUE FEE
Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

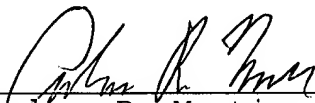
Pursuant to the Notice of Allowance dated February 13, 2006,
submitted herewith in the above-identified application are formal
drawings.

In re Application of: Saima Khan
Serial No.: 09/398,222
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Kindly approve and substitute these formal drawings for the ones currently on file as appropriate, and charge any costs associated therewith to Patent and Trademark Office Account No. 02-3285. Triplicate copies of this transmittal letter are enclosed.

Respectfully submitted,

Saima Khan

By 

Andrew R. Martin, Esq.
Registration No. 45,413
Attorney for Applicant(s)

Bourque & Associates, P.A.
835 Hanover Street, Suite 301
Manchester, NH 03104

Telephone: (603) 623-5111
Facsimile: (603) 624-1432

Date: 4-28-06

Enclosures